DRAFT

AGENDA
Tuesday, Aug. 17, 2010
9 a.m. – noon

Commonwealth Enterprise Solutions Center (CESC)
(Note location change)
11751 Meadowville Lane, Chester, VA 23836
Conference # (866) 842-5779 Pass code: 8044166083

- Welcome from the CIO -- *Sam Nixon*

- Progress Report on Operational Improvement Initiatives – *Brian Snodgrass, Northrop Grumman*
  - Rapid Response Team
  - Administrative Rights
  - PC Depot
  - PC Replacement Shipping
  - Work Request Process
  - Asset Inventory Accuracy
  - Help Desk Processes
  - Billing Dispute Accountability
  - Work Requests and Technical Solutions Accountability Measures
  - Storage Management

- Break

- Technology Roadmap – *Todd Kissam, VITA, and Tony Shoot, Northrop Grumman*

- Roundtable

Upcoming Meeting Dates
- AITRs – Oct. 20, Monroe Building; Dec. 2, CESC
- CIO Council – Sept. 14, Library of Virginia; Nov. 9, DMV